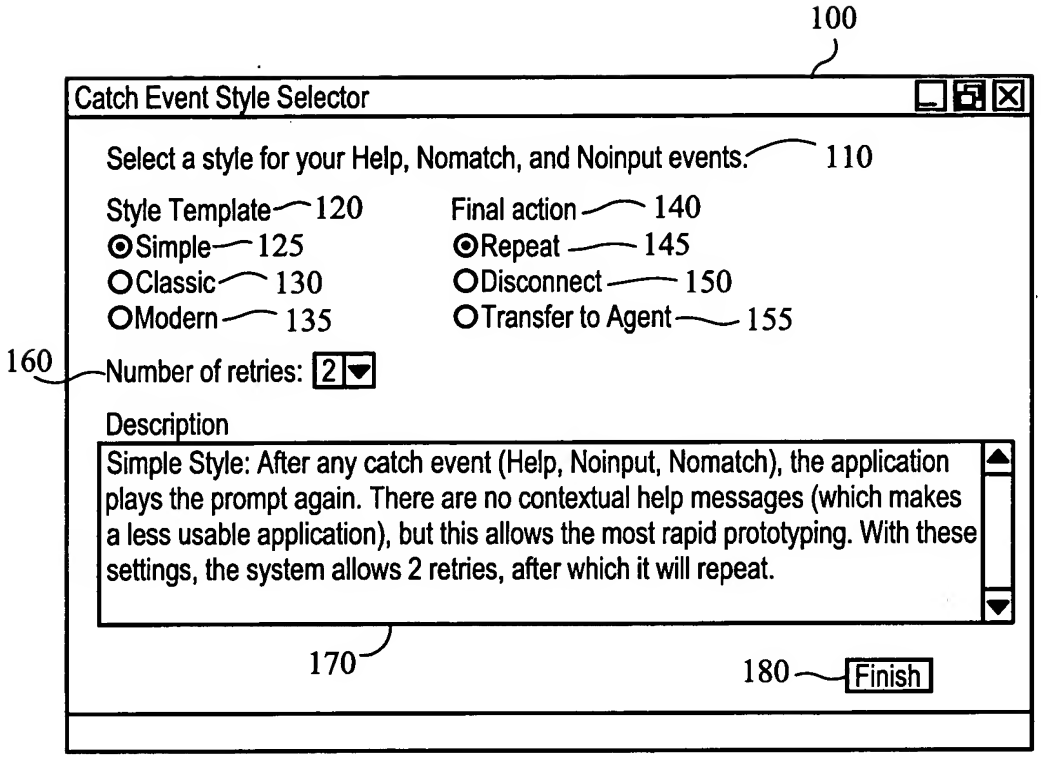
100
Catch Event Style Selector
Select a style for your Help, Nomatch, and Noinput events.
110
Style Template
120
Simple
125
Classic
130
Modern
135
Final action
140
Repeat
145
Disconnect
150
Transfer to Agent
155
160
Number of retries: 2
Description
Simple Style: After any catch event (Help, Noinput, Nomatch), the application plays the prompt again. There are no contextual help messages (which makes a less usable application), but this allows the most rapid prototyping. With these settings, the system allows 2 retries, after which it will repeat.
170
180
Finish

FIG. 1

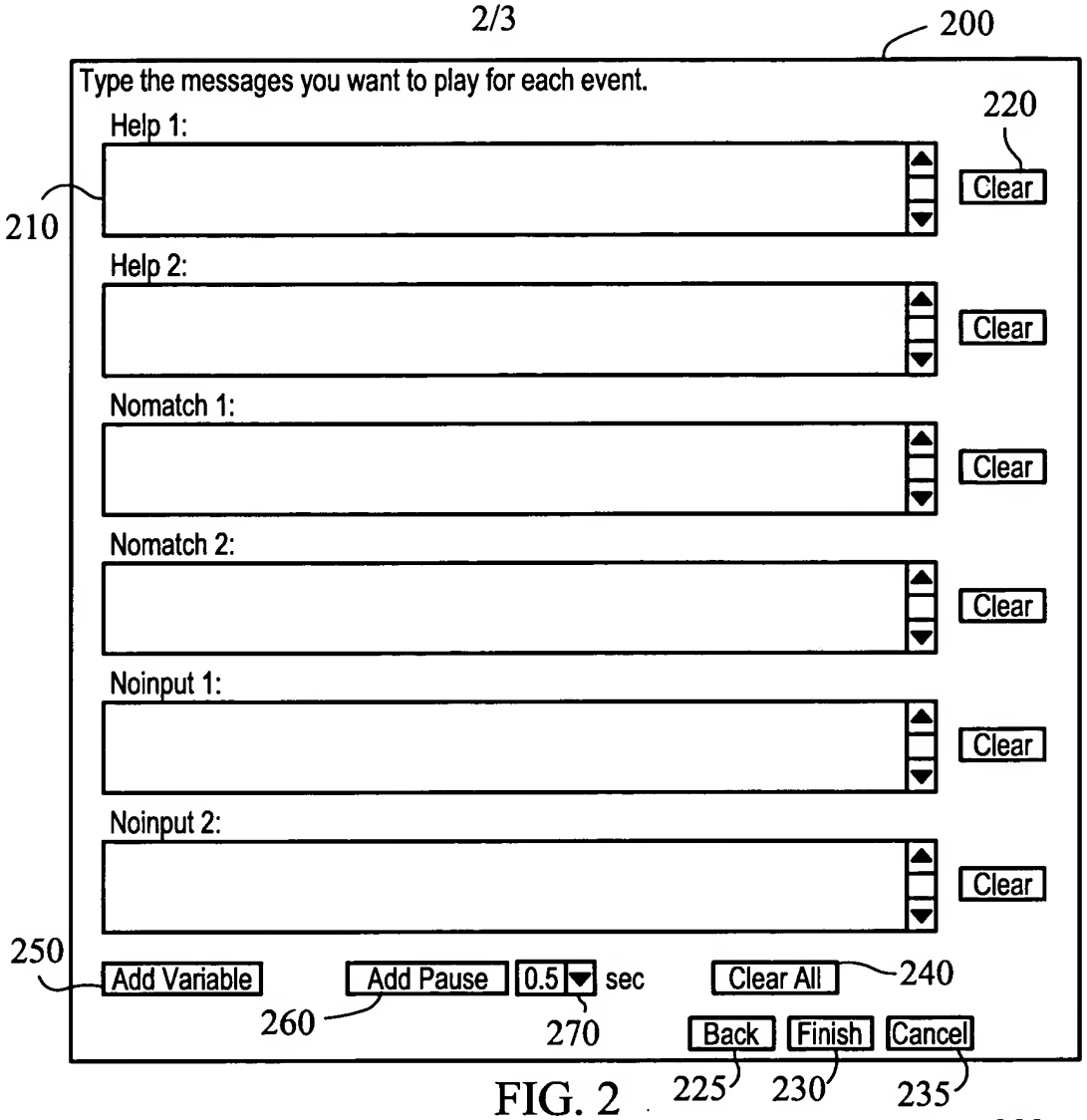
200
Type the messages you want to play for each event.
220
Help 1:
Clear
210
Help 2:
Clear
Nomatch 1:
Clear
Nomatch 2:
Clear
Noinput 1:
Clear
Noinput 2:
Clear
250
Add Variable
Add Pause
0.5
sec
Clear All
240
260
270
Back
Finish
Cancel
225
230
235

FIG. 2

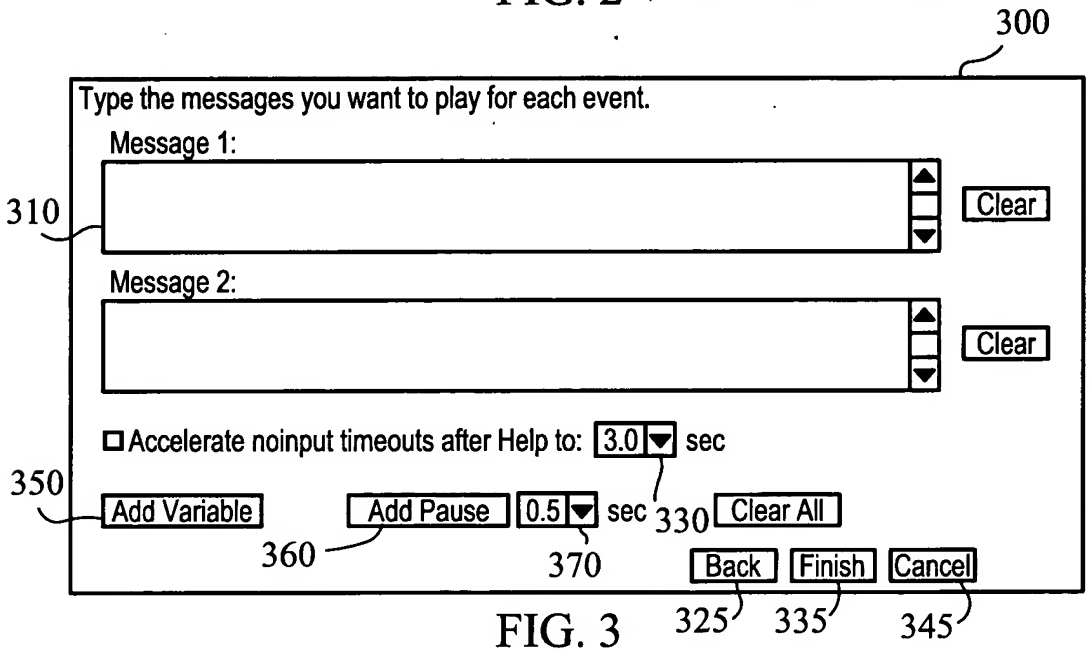
300
Type the messages you want to play for each event.
Message 1:
310
Clear
Message 2:
Clear
Accelerate noinput timeouts after Help to:
3.0
sec
350
Add Variable
Add Pause
0.5
sec
330
Clear All
360
370
Back
Finish
Cancel
325
335
345

FIG. 3

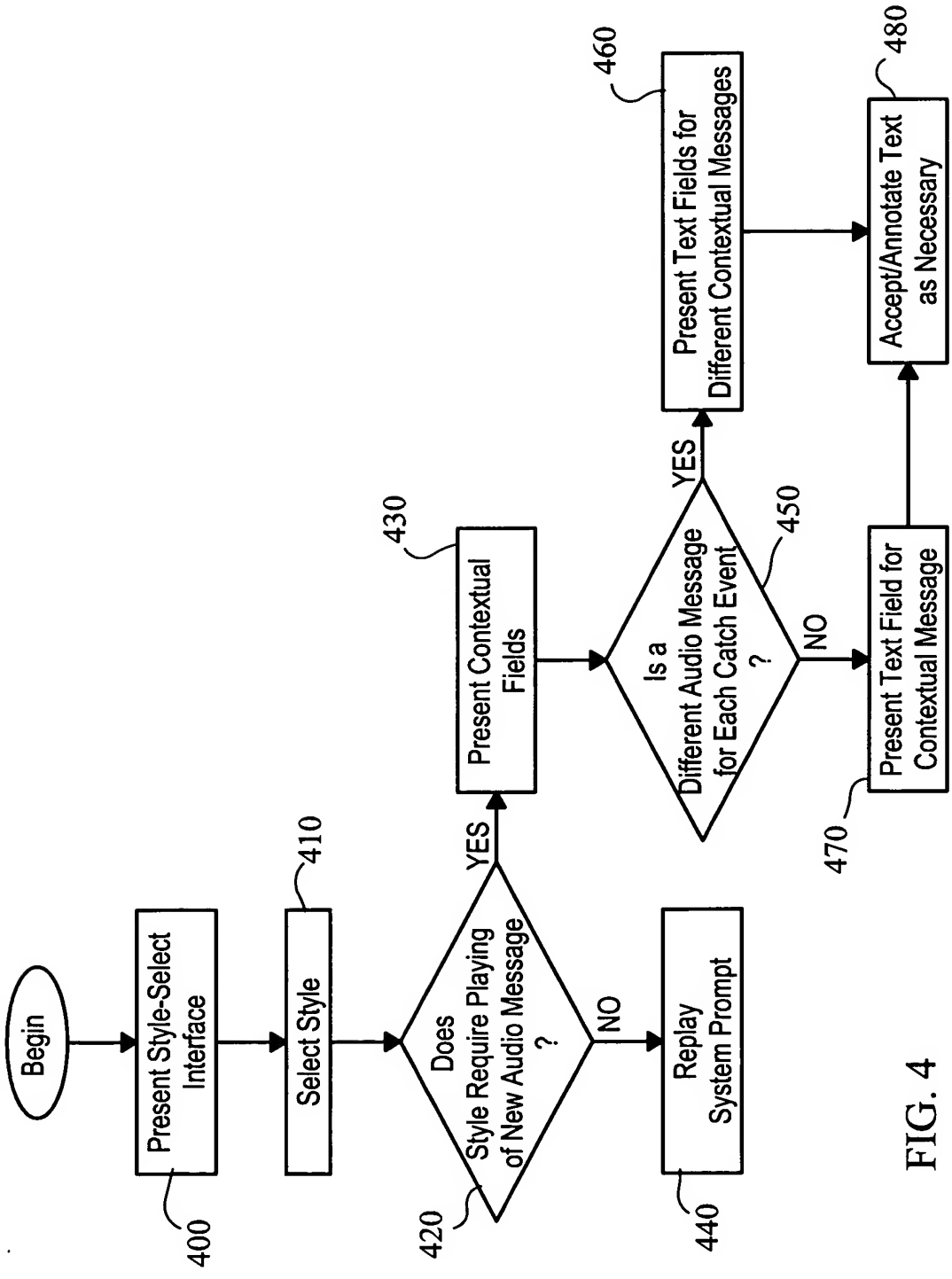
Begin
Present Style-Select Interface
400
Select Style
410
Does Style Require Playing of New Audio Message ?
420
YES
NO
Present Contextual Fields
430
Replay System Prompt
440
Is a Different Audio Message for Each Catch Event ?
450
YES
NO
Present Text Fields for Different Contextual Messages
460
Present Text Field for Contextual Message
470
Accept/Annotate Text as Necessary
480

FIG. 4